



Susan Bysiewicz
SECRETARY OF THE STATE
CONNECTICUT

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For more information:
Adam Joseph: (860) 509-6118
Cell (860) 817-4165
Derek Slap: (860) 509-6255
Cell: (860) 573-2019

- NEWS RELEASE -

BYSIEWICZ UNVEILS NEW CUSTOMER SERVICE CENTER FOR CONNECTICUT BUSINESSES

20,000 BUSINESSES EXPECTED TO USE ONE-STOP-SHOP IN 2007

Hartford – Secretary of the State Susan Bysiewicz marked the grand re-opening this week of the State’s Commercial Recording Customer Service Center on the 1st floor of 30 Trinity Street in Hartford. The only center of its kind in Connecticut, it will provide more efficient service to individuals and businesses from across the state. The center’s staff includes license and application analysts, and paralegal specialists.

“A small business owner’s most valuable asset is its time,” said Bysiewicz. “Having all of these components under one roof will allow us to provide effective, efficient service, and will allow businesses to focus their time on their customers.”

Prior to the renovation, business owners and customers had to visit several different offices on various floors. Now, with a centralized service center, which includes a cashier, it will be easier and faster for customers to locate appropriate staff and have their questions answered.

This year, an estimated 20,000 individuals will walk through the door of the Commercial Recording Customer Service Center. Last year, the Commercial Recording Division (CRD) received and processed more than 300,000 requests for information online, over the phone, and in person.

The Commercial Recording Division files and maintains legally required records showing the formation of and fundamental changes to corporations, limited liability companies, limited liability partnerships, limited partnerships and other businesses. The division disseminates that information to the general public, the business, banking and legal communities.

“We are always looking for ways to assist Connecticut’s businesses,” said Bysiewicz. “We listened to their suggestions and took action. We now have a one-stop-shop where businesses can go and have their questions answered.”

During her time in office, Secretary Bysiewicz has worked hard to improve service in the CRD. She has expanded the public service counter hours, introduced dial-up access to Connecticut Online Commercial Recording Database (CONCORD), cut turn-around time for business filings and Uniform Commercial Code filings to 24 hours, and made available online a large number of the division’s most requested forms.

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